

POLICE SUPPORT SERVICES SUPERVISOR

DEFINITION:

Under the general supervision of Police Chief, the Police Support Services Supervisor is a civilian who supervises public safety communications, records, animal control, property and evidence and related support services of the Police Department; performs related work as required.

CLASS CHARACTERISTICS:

This is a management class which provides supervision and review to a number of civilian police personnel performing varied and complex support services for the police department. This class is distinguished from other office administrative classes in that the duties specifically relate to and require a knowledge of law enforcement policies and technical procedures.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Plan, organize, assign, direct, review and evaluate staff and activities providing emergency and non-emergency dispatch service, maintaining a variety of automated and manual records, overseeing the maintenance of automated systems, animal control, and assisting with the identification and storage of evidence and property.
2. Assist in the development of goals, objectives, policies, procedures, work standards and the annual budget for the department in assigned areas of responsibility.
3. Assist in the development and implementation of procedures and departmental goals.
4. Recommend selection of assigned personnel and provide for their training and professional development.
5. Interpret City policies and procedures to employees, is responsible for morale and productivity of assigned staff.
6. Confer with and provide professional assistance to members of City departments and police staff on matters related to functional areas of responsibility.
7. Prepare a variety of periodic and special reports.
8. Monitor developments related to police support activities, evaluate their impact upon City operations and recommend policy and procedural improvements.

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MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. May represent the City in meetings with representatives of other law enforcement and governmental agencies, professional, business and community organizations, and the public.
2. Perform related work as required.

QUALIFICATIONS:

Knowledge of:

1. Principles, terminology, and practices relating to various law enforcement activities.
2. Supervisory principles and methods, including goal setting, budget preparation and administration, training, and work scheduling and evaluation techniques.
3. Applicable local, state, and federal laws, codes, ordinances, and regulations and appropriate court decisions.
4. Standard office procedures and the use of standard office equipment, including a computer-based information system.

Skill in:

1. Selecting, training, motivating, and evaluating personnel.
2. Analyzing complex problems, evaluating alternatives and making creative recommendations.
3. Exercising initiative and sound independent judgment within general policy guidelines.
4. Preparing clear, concise and competent reports, correspondence and other written materials.

Ability to:

1. Plan, organize, assign, direct, review, and evaluate the work of assigned staff.
2. Implement and interpret policies, procedures, goals, objectives and work standards.

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Ability to (continued):

3. Direct emergency operations efficiently and effectively.
4. Establish and maintain effective working relationships with those contacted in the course of the work.

JOB REQUIREMENTS:

1. Possession of a valid California Class C driver's license in compliance with adopted City driving standards.
2. Completion of two years of college with major work in police services, business or public administration or a related field.
3. Three years of communications, office support, or similar technical experience in a law enforcement setting. Additional experience may be substituted for the education requirement on a year for year basis.

OTHER QUALIFICATIONS:

1. Prior experience supervising staff is highly desired.

MACHINES/TOOLS/EQUIPMENT UTILIZED

1. Automobile
2. Reports, forms, pencils and pens
3. Computer monitor, keyboard and printer
4. Copy machines
5. Fax machines
6. Radio console
7. 911 equipment and printer
8. Shredder
9. Telephone
10. Calculator

PHYSICAL DEMANDS:

1. Mobility
2. Speaking/Hearing
3. Seeing
4. Sitting
5. Stooping/bending
6. Driving

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PHYSICAL DEMANDS (continued):

7. Lifting up to 30 lbs.
8. Manual dexterity
9. Speed in meeting deadlines
10. Pushing/pulling

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

1. Indoors: normal office conditions, 80% of the time
Travel: varying conditions, 20% of the time
2. Noise level: conducive to office setting
3. Lighting: conducive to office setting
4. Flooring: low level carpeting
5. Ventilation: provided by central air conditioning
6. Dust: normal, indoor levels